



October 15, 2013

Via Hand-Delivery and/or Electronic Filing

Office of the Secretary
Federal Communications Commission
445 12th Street, SW – Room TW-A325
Washington, DC 20554

Vice President – High Cost and Low Income Division
Universal Service Administration Company
2000 L Street, NW – Suite 200
Washington, DC 20036

Re: Docket No. 10-90; Form 481 - Carrier Annual Reporting
Filing Entity: T-Mobile Puerto Rico LLC
Commonwealth of Puerto Rico
Study Area Code:
• 639003 (Legacy Support)

T-Mobile USA, Inc., on behalf of its wholly-owned subsidiary, T-Mobile Puerto Rico LLC ("T-Mobile"), submits the attached Form 481 – Carrier Annual Reporting for its designation as an Eligible Telecommunications Carrier in the Commonwealth of Puerto Rico, consistent with the rules and orders of the Federal Communications Commission ("FCC"), including 47 C.F.R. §§ 54.313 and 54.422. T-Mobile completed the attached Form 481 pursuant to the Instructions for Completing FCC Form 481 ("Instructions") and, as explained below, in accordance with the rules and orders of the FCC. By including documentation requested by the Form 481 and Instructions, T-Mobile does not waive its rights or otherwise concede that this documentation is required under the FCC's rules. In certain instances, as explained below, the Form 481 and Instructions do not require the submission of information that appears to be required by the FCC rules and orders; nevertheless, T-Mobile provides this information consistent with the rules and orders of the FCC. Specifically:

- Service Quality worksheet lines 110 – 112 and the Instructions do not require the submission of a Five-Year Service Quality Improvement Plan and annual Progress Report, unless the carrier was designated as an ETC by the FCC; however, the FCC has made clear in its rules and orders that all ETCs must submit a Progress Report on its Five-Year Service Quality Improvement Plan and therefore, to the extent not already on file with the FCC, T-Mobile is submitting

its Five-Year Service Quality Improvement Plan, along with its Progress Report on this plan.

- Lines 320 and 330 and the Instructions provide for the reporting of unfulfilled service requests for broadband, which the FCC has clarified is not required for competitive ETC recipients of high cost legacy support, and therefore T-Mobile is not reporting this information.
- Lines 440 and 450 and the Instructions provide for the reporting of complaints related to broadband service, which the FCC has clarified is not required for competitive ETC recipients of high cost legacy support, and therefore T-Mobile is not reporting this information.
- Line 510 and the Instructions require ETCs to attach a descriptive document explaining how an ETC complied with the applicable service quality standards and consumer protection rules; however, 47 C.F.R. § 54.313(a)(5) and 47 C.F.R. § 54.422(b)(3) only require ETCs to certify compliance with applicable service quality standards and consumer protection rules. Without waiving its objections to providing additional information not required by the FCC rules, T-Mobile is submitting documentation of its compliance with applicable service quality standards and consumer protection rules.
- Line 610 and the Instructions require ETCs to attach a descriptive document explaining how an ETC is able to function in emergency situations; however, 47 C.F.R. § 54.313(a)(6) and 47 C.F.R. § 54.422(b)(4) only require ETCs to certify that they are able to function in emergency situations. Without waiving its objections to providing additional information not required by the FCC rules, T-Mobile is submitting documentation explaining how it is able to function in emergency situations.
- Lines 700 and 710 provide for the completion of the attached worksheet for voice and broadband price offerings; however, the worksheet is not attached to Form 481 and the Wireline Competition Bureau has not, to date, specified the format of the submission of price offerings as required by 47 C.F.R. § 54.313(a)(7), and therefore T-Mobile is not submitting this information.
- Lines 1000 and 1010 only apply to ETCs providing fixed voice services and therefore is not applicable to T-Mobile.

Any questions concerning this filing should be directed to the undersigned.

Respectfully submitted,



Rhonda R. Thomas
Regulatory Manager
T-Mobile USA, Inc.
12920 SE 38th Street
Bellevue, WA 98006
425-383-4000

Enclosure

REDACTED FOR PUBLIC INSPECTION

FCC Form 481 - Carrier Annual Reporting Data Collection Form	FCC Form 481 OMB 3060-0986 OMB 3060-0819 Avg. Burden Estimate per Respondent: 20 Hours
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<010> Study Area Code	639003
<015> Study Area Name	T-Mobile Puerto Rico LLC
<020> Program Year	2014
<030> Contact Name: Person USAC should contact with questions about this data	Rhonda R. Thomas
<035> Contact Telephone Number: Number of the person identified in data line <030>	425-383-4215
<039> Contact Email: Email of the person identified in data line <030>	rhonda.thomas63@t-mobile.com

ANNUAL REPORTING FOR ALL CARRIERS			54.313 Completion Required	54.422 Completion Required
			<i>(check box when complete)</i>	
<100> Service Quality Improvement Reporting	<i>(complete attached worksheet)</i>		<input checked="" type="checkbox"/>	
<200> Outage Reporting (voice)	<i>(complete attached worksheet)</i>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<210>	<div style="border: 1px solid black; width: 50px; height: 20px; display: inline-block;"></div> <-- check box if no outages to report			
<300> Unfulfilled Service Requests (voice)			<input checked="" type="checkbox"/>	
<310> Detail on Attempts (voice)	N/A	<i>(attach descriptive document)</i>	N/A	
<320> Unfulfilled Service Requests (broadband)	N/R		N/R	
<330> Detail on Attempts (broadband)	N/A	<i>(attach descriptive document)</i>	N/A	
<400> Number of Complaints per 1,000 customers (voice)			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<410> Fixed	N/A			
<420> Mobile				
Number of Complaints per 1,000 customers (broadband)			N/R	
<440> Fixed	N/A			
<450> Mobile	N/R			
<500> Service Quality Standards & Consumer Protection Rules Compliance	<i>(check to indicate certification)</i>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<510>	<i>(attach descriptive document)</i>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<600> Functionality in Emergency Situations	<i>(check to indicate certification)</i>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<610>	<i>(attach descriptive document)</i>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<700> Company Price Offerings (voice)	<i>(complete attached worksheet)</i>		N/R	
<710> Company Price Offerings (broadband)	<i>(complete attached worksheet)</i>		N/A	
<800> Operating Companies and Affiliates	<i>(complete attached worksheet)</i>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<900> Tribal Land Offerings (Y/N)?	<i>(if yes, complete attached worksheet)</i>		N	
<1000> Voice Services Rate Comparability	<i>(check to indicate certification)</i>		N/R	
<1010>	<i>(attach descriptive document)</i>		N/A	
<1100> Terrestrial Backhaul (Y/N)?	<i>(if not, check to indicate certification)</i>		Y	
<1110>	<i>(complete attached worksheet)</i>		N/A	
<1200> Terms and Condition for Lifeline Customers	<i>(complete attached worksheet)</i>			<input checked="" type="checkbox"/>

Price Cap Carriers, Proceed to Price Cap Additional Documentation Worksheet

Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

<2000>	<i>(check to indicate certification)</i>	
<2005>	<i>(complete attached worksheet)</i>	

Rate of Return Carriers, Proceed to ROR Additional Documentation Worksheet

<3000>	<i>(check to indicate certification)</i>	
<3005>	<i>(complete attached worksheet)</i>	

(100) Service Quality Improvement Reporting Data Collection Form	FCC Form 481 OMB Control No. 3060-0986 OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	639003
<015> Study Area Name	T-Mobile Puerto Rico LLC
<020> Program Year	2014
<030> Contact Name - Person USAC should contact regarding this data	Rhonda R. Thomas
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<039> Contact Email Address - Email Address of person identified in data line <030>	rhonda.thomas63@t-mobile.com

<110> Has your company received its ETC certification from the FCC?	No (yes / no)
If your answer to Line <110> is yes, do you have an existing §54.202(a) "5 year plan" filed with the FCC?	
<111>	No (yes / no)

If your answer to Line <111> is yes, then you are required to file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.

<112> Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your company is a CETC which receives only frozen support, your progress report is only required to address voice telephony service

Please check these boxes below to confirm that the attached PDF, on line 112, contains a progress report on its five-year service quality improvement plan pursuant to § 54.202(a). The information shall be submitted at the wire center level or census block as appropriate.

639003_PR_112.pdf
 Name of Attached Document (.pdf)

<113> Maps detailing progress towards meeting plan targets		✓
<114> Report how much universal service (USF) support was received		✓
<115> How (USF) was used to improve service quality		✓
<116> How (USF) was used to improve service coverage		✓
<117> How (USF) was used to improve service capacity		✓
<118> Provide an explanation of network improvement targets not met in the prior calendar year.		✓

FCC Form 481
OMB Control No. 3060-0986
OMB Control No. 3060-0819
July 2013

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Page 3

(800) Operating Companies and Affiliates Data Collection Form	FCC Form 481
	OMB Control No. 3060-0986
	OMB Control No. 3060-0819
	July 2013

<010>	Study Area Code	639003
<015>	Study Area Name	T-Mobile Puerto Rico LLC
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<030>	Contact Name - Person USAC should contact regarding this data	Rhonda R. Thomas
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<039>	Contact Email Address - Email Address of person identified in data line <030>	rhonda.thomas63@t-mobile.com

<810>	Reporting Carrier	T-Mobile Puerto Rico LLC
<811>	Holding Company	T-Mobile USA, Inc.
<812>	Operating Company	T-Mobile Puerto Rico LLC

<813>	<a1>	<a2>	<a3>
	Affiliates	SAC	Doing Business As Company or Brand Designation
	T-Mobile Northeast LLC	119004	DBA T-Mobile
		129007	DBA T-Mobile
		139005	DBA T-Mobile
		159024	DBA T-Mobile
		169004	DBA T-Mobile
		178010	DBA T-Mobile
		189027	DBA T-Mobile
		198001	DBA T-Mobile
		199016	DBA T-Mobile
		569005	DBA T-Mobile
		579007	DBA T-Mobile
	T-Mobile South LLC	219013	DBA T-Mobile
		229020	DBA T-Mobile
	T-Mobile Central LLC	279046	DBA T-Mobile
		319033	DBA T-Mobile
		329015	DBA T-Mobile
		369014	DBA T-Mobile
		429023	DBA T-Mobile
	T-Mobile West LLC	448051	DBA T-Mobile
		448052	DBA T-Mobile
		448053	DBA T-Mobile
		448054	DBA T-Mobile
		448055	DBA T-Mobile
		448056	DBA T-Mobile

(800) Operating Companies and Affiliates		FCC Form 481
Data Collection Form		OMB Control No. 3060-0986
		OMB Control No. 3060-0819
		July 2013

<010>	Study Area Code	639003
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<810>	Reporting Carrier	T-Mobile Puerto Rico LLC
<811>	Holding Company	T-Mobile USA, Inc.
<812>	Operating Company	T-Mobile Puerto Rico LLC

<813>	<a1>	<a2>	<a3>
	Affiliates	SAC	Doing Business As Company or Brand Designation
		448057	DBA T-Mobile
		449066	DBA T-Mobile
		479013	DBA T-Mobile
		498022	DBA T-Mobile
		499013	DBA T-Mobile
		528001	DBA T-Mobile
		528002	DBA T-Mobile
		528003	DBA T-Mobile
		529013	DBA T-Mobile
		539014	DBA T-Mobile
		629003	DBA T-Mobile
	PowerTel/Memphis, Inc.	268020	DBA T-Mobile
		268021	DBA T-Mobile
		288001	DBA T-Mobile
		288002	DBA T-Mobile
		299022	DBA T-Mobile
	SunCom Wireless, Inc.	239005	DBA T-Mobile
	T-Mobile Northeast LLC, VoiceStream Pittsburgh L.P., and T-Mobile Central LLC	179014	DBA T-Mobile
	T-Mobile Central LLC and PowerTel/Memphis, Inc.	259042	DBA T-Mobile
	PowerTel/Memphis, Inc. and T-Mobile Central LLC	269024	DBA T-Mobile
	PowerTel/Memphis, Inc. and T-Mobile South LLC	289029	DBA T-Mobile
	T-Mobile Central LLC and VoiceStream Pittsburgh LP	309008	DBA T-Mobile
	Iowa Wireless Services, LLC		DBA T-Mobile
	T-Mobile Subsidiary IV Corporation		DBA T-Mobile
	VoiceStream Pittsburgh LP		DBA T-Mobile
	MetroPCS California, LLC		MetroPCS
	MetroPCS Florida, LLC		MetroPCS
	MetroPCS Georgia, LLC		MetroPCS

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<810>	Reporting Carrier	T-Mobile Puerto Rico LLC
<811>	Holding Company	T-Mobile USA, Inc.
<812>	Operating Company	T-Mobile Puerto Rico LLC

<813>	<a1>	<a2>	<a3>
	Affiliates	SAC	Doing Business As Company or Brand Designation
	MetroPCS Massachusetts, LLC		MetroPCS
	MetroPCS Michigan, Inc.		MetroPCS
	MetroPCS Nevada, LLC		MetroPCS
	MetroPCS New York, LLC		MetroPCS
	MetroPCS Pennsylvania, LLC		MetroPCS
	MetroPCS Texas, LLC		MetroPCS

(1200) Terms and Condition for Lifeline Customers Lifeline Data Collection Form	FCC Form 481
	OMB Control No. 3060-0986
	OMB Control No. 3060-0819
	July 2013

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<039>	Contact Email Address - Email Address of person identified in data line <030>	rhonda.thomas63@t-mobile.com

<1210> Terms & Conditions of Voice Telephony Lifeline Plans

Name of attached document (.pdf)

<1220> Link to Public Website

HTTP t-mobilepr.com/servicios_lifeline.php

Please check these boxes below to confirm that the attached PDF, on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

- | | | |
|--------|---|-------------------------------------|
| <1221> | Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers, | <input checked="" type="checkbox"/> |
| <1222> | Details on the number of minutes provided as part of the plan, | <input checked="" type="checkbox"/> |
| <1223> | Additional charges for toll calls, and rates for each such plan. | <input checked="" type="checkbox"/> |

Certification - Reporting Carrier Data Collection Form	FCC Form 481
	OMB Control No. 3060-0986
	OMB Control No. 3060-0819
	July 2013

<010> Study Area Code	639003
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TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.		
Name of Reporting Carrier:	T-Mobile Puerto Rico LLC	
Signature of Authorized Officer:	<i>Chris Miller</i>	Date 10/10/13
Printed name of Authorized Officer:	Chris Miller	
Title or position of Authorized Officer:	VP of Tax	
Telephone number of Authorized Officer:	425-383-4000	
Study Area Code of Reporting Carrier:	639003	Filing Due Date for this form: 10/15/2013
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.		

639003

Puerto Rico

<112>

Five-Year Service Quality Improvement Plan

REDACTED FOR PUBLIC INSPECTION

SERVICE QUALITY IMPROVEMENT PLAN

THIS EXHIBIT IS BEING WITHHELD FROM PUBLIC INSPECTION

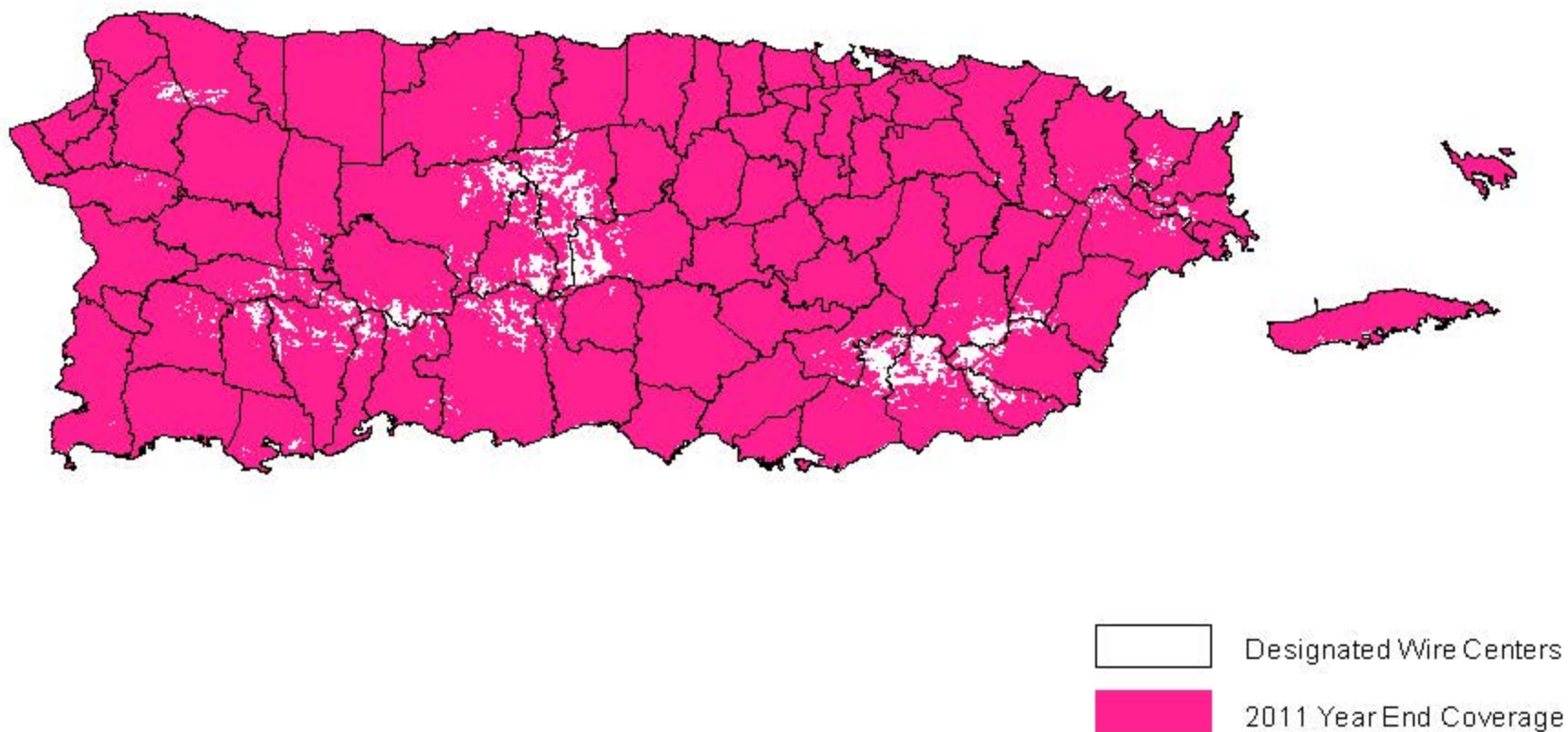
REDACTED FOR PUBLIC INSPECTION

PROGRESS REPORT

THIS EXHIBIT IS BEING WITHHELD FROM PUBLIC INSPECTION

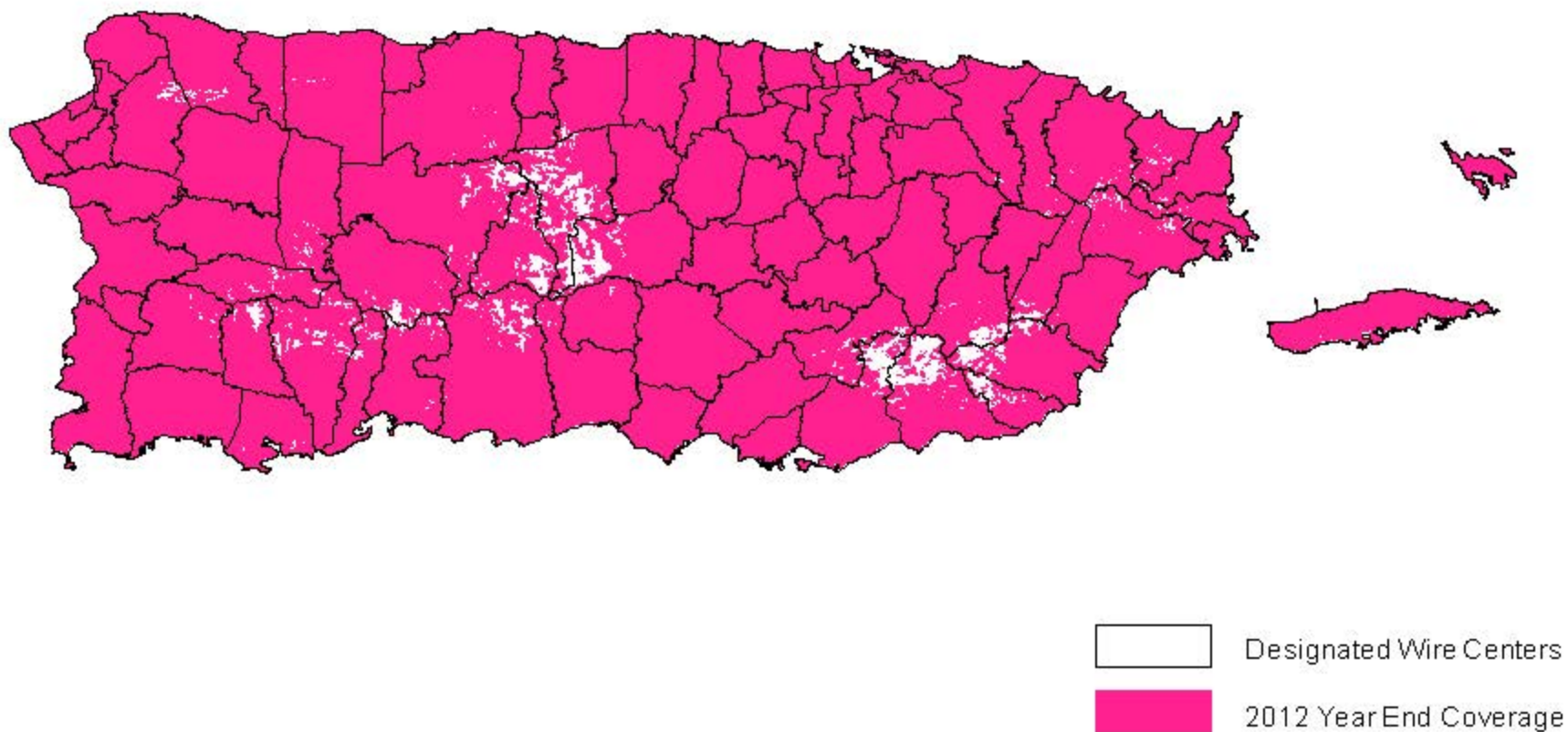


T-Mobile Coverage: Puerto Rico





T-Mobile Coverage: Puerto Rico



639003

Puerto Rico

<510>

Service Quality Standards & Consumer Protection Rules Compliance



Steve Largent
President/CEO

June 12, 2013

Mr. John Legere
President & Chief Executive Officer
T-Mobile USA
12920 SE 38th Street
Bellevue, WA 98006-1350

Dear John:

Congratulations! This letter is to notify you that T-Mobile USA ("T-Mobile") has completed the recertification process for the CTIA Consumer Code for Wireless Service ("Voluntary Consumer Code") for the period January 1, 2013 – December 31, 2013, and is deemed compliant with the principles, disclosures and practices set forth in the Voluntary Consumer Code. Accordingly, T-Mobile is authorized to use and display the CTIA Seal of Wireless Quality/Consumer Information, subject to the terms and conditions set forth in the attached License Agreement.

Please ensure that the relevant employees of T-Mobile review the License Agreement before using the Seal. Use of the Seal constitutes acceptance of these terms and conditions. Upon request, we will provide two specimens (color and black/white) of the Seal for T-Mobile's use on its website or collateral materials. If you should have any questions concerning the recertification process or use of the Seal, please contact Michael Altschul, CTIA's Senior Vice President & General Counsel, at (202) 736-3248 or maltschul@ctia.org.

CTIA commends T-Mobile for its ongoing leadership and participation in the CTIA Voluntary Consumer Code, and we look forward to continuing to work with T-Mobile on this important industry initiative.

Sincerely,

Congratulations, John!

Steve Largent

c.c. Kelsey Joyce, Director of Legal Affairs, Marketing
Dave Miller, General Counsel

Attachment



639003

Puerto Rico

<610>

Functionality in Emergency Situations

EMERGENCY OPERATIONS PLAN

T-Mobile is able to function in emergency situations as set forth in Section 54.201(a)(2), which includes “a demonstration that it has a reasonable amount of back-up power to ensure functionality without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations.”¹ In particular, T-Mobile has the following capabilities to remain functional in emergency situations:

- Availability of fixed and portable back-up power generators at various network locations throughout T-Mobile’s network that can be deployed in emergency situations.
- Ability to reroute traffic around damaged or out-of-service facilities through the deployment of cell-on-wheels (“COWs”), redundant facilities, and dynamic rerouting of traffic over alternate facilities.
- A network control center that monitors network traffic and anticipates traffic spikes, and can then (i) deploy network facilities to accommodate capacity needs, (ii) change call routing translations, and (iii) deploy COWs to temporarily meet traffic needs until longer-term solutions, such as additional capacity and antenna towers can be deployed.
- The majority of sites not equipped with fixed generators have battery back-up systems installed to maintain service in the event of a widespread power outage.

¹ 47 C.F.R. § 54.202(a)(2).

T-Mobile USA Business Continuity Program Summary

T-Mobile USA, Inc. ("T-Mobile") is committed to safeguarding the interests of our customers, employees and stakeholders in the event of an emergency or significant business disruption. As a result T-Mobile has and maintains an enterprise-wide Business Continuity Program designed to provide effective responses to a wide variety of disruptive events. T-Mobile's Business Continuity Program is centralized in its design and decentralized in its implementation, promoting active involvement in the program by all lines of business in all locations.

Primary components of the T-Mobile Business Continuity Program include:

- Enterprise Business Continuity Project Initiation and Oversight
- Risk Evaluation and Controls
- Business Impact Assessment and Analysis
- Business Continuity and Disaster Recovery Strategic Direction
- Crisis Response, Emergency Response, and Operations
- Business Continuity Plan Development, Maintenance, and Exercising
- Awareness and Training Programs
- Public Relations and Crisis Response and Resumption Coordination
- Coordination with External Agencies

A team of certified Business Continuity professionals is responsible for documenting and developing enterprise standards, processes, and policies for all business continuity and disaster recovery needs throughout T-Mobile. This group supports the line of business continuity planning and defines enterprise tools and methodologies. This level of consistency across the lines of business enhances T-Mobile's overall planning and resumption efforts.

T-Mobile also maintains backup and alternate power sources at mission critical locations, and has information processing and telecommunications back-up sites that provide redundancy that is important to protecting key business information and services. Business Continuity Plans are housed in a centralized online repository, accessible to employees in office and remotely through a web browser. Additionally, hard copies of plans are available at multiple sites throughout the enterprise.

The T-Mobile USA Business Continuity Program is designed and maintained to proactively mitigate the risk of threats to T-Mobile's customers, employees, and stakeholders. As such the program is revised and updated as needed to address potential and emerging hazards.

For more information on the T-Mobile Business Continuity Program, please send inquiries to:
business.continuity@t-mobile.com